



**Application Support Project Leader  
Non-Merit Position  
(This position is exempt from the State of Delaware Merit System)**

**Opening Date:** June 20, 2017

**Closing Date:** July 3, 2017

**Salary:** PG 18 \$58,921

**Location:** DSP Headquarters, Dover, DE

**NATURE AND SCOPE:**

This class is responsible for the management of information systems projects to include supervising the daily operations of a unit of application support personnel involved in the system analysis, design, and programming of new or existing applications.

This class functions independently under the direction of an administrative/technical superior and is responsible for supervising, coordinating, scheduling, and reviewing the work of applications support personnel engaged in various levels of system analysis and programming support for multiple user agencies applications. A significant portion of this work is to assist user agencies with development of short and long range information system needs, translating these needs into viable systems, and the integration of needs into current system. In addition, an incumbent is responsible for review of all job estimates and cost/benefit analysis for every application project. An incumbent in this class informs and assists management in the

identification and recommendation of resources and technological advances in the field and associated staff training requirements.

#### PRINCIPLE ACCOUNTABILITIES:

Essential functions are fundamental, core functions common to all positions in the class series and are not intended to be an exhaustive list of all job duties for any one position in the class. Since class specifications are descriptive and not restrictive, incumbents can complete job duties of similar kind not specifically listed here.

- Plans, schedules, reviews and evaluates the work of applications support personnel engaged in all phases of system analysis and programming support for users.
- Assists user in development and design of future information system needs and integration of needs into current system.
- Reviews all cost/benefit analyses reports including cost estimates and time frames of alternative design proposals, and recommends appropriate action to management/user.
- Assists managers in development, modification and implementation of departmental policies and procedures for data processing.
- Provides management with accurate and timely reports to include project status, monthly activity reports and personnel activities.
- Reviews current technology on software, hardware and related tools for future needs; evaluates new products and makes recommendations for purchases.
- Provides technical direction and guidance to staff and users; assesses and recommends staff training needs.

#### KNOWLEDGE, SKILLS AND ABILITIES:

The intent of the listed knowledge, skills and abilities is to give a general indication of the core requirements for all positions in the class series; therefore, the KSA's listed are not exhaustive or necessarily inclusive of the requirements of every position in the class.

- Knowledge of concepts, methods and techniques of systems analysis including information needs analysis, requirement analysis and design alternative analysis.
- Knowledge of concepts, methods and techniques of system design, program specification preparation, and computer programming.
- Knowledge of methods, concepts and techniques of supervision and project management.
- Knowledge of the latest generation of programming languages and job control languages.
- Knowledge of Data Base Management concepts and System Development Life Cycle methodology concepts.

- Skill in communicating effectively with users, both orally and written.
- Ability to think creatively and to develop creative solutions to management information system problems.
- Ability to plan, schedule, assign, delegate, monitor and evaluate the work of an application support unit.
- Ability to plan and achieve short and long term goals.
- Ability to implement agency's rules, regulations and standards.
- Ability to analyze and define users' data requirements, translating them into design specifications for computer program development.
- Ability to design a logical flow of program steps and illustrate the sequence by flow charting.
- Ability to write clear, concise, informative reports.
- Ability to train lower level application support personnel.
- Ability to prepare time and cost estimates.
- Ability to write user, operational and program documentation.
- Ability to establish and maintain effective working relationships with users and co-workers.

#### MINIMUM QUALIFICATIONS:

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Bachelor's degree in Computer Science, Engineering, or related discipline, or equivalent work experience and technical training, is required.
2. Three years' experience in database management systems which includes database design, testing, and implementation.
3. Three years' experience in information systems analysis and design.
4. Experience in information technology project management which includes planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating and reporting on status of IT projects.
5. Knowledge of staff supervision of two or more employees which includes to plan, assign, review, discipline, recommend hire, promotion, termination and administer performance plans and reviews.
6. JavaScript Libraries (jQuery, AJAX)
7. 5+ years of experience in .NET/C# programming
8. Experience with ASP.NET MVC
9. Strong experience with SQL
10. Strong knowledge of tools, coding languages, and testing practices

11. Strong knowledge and understanding of structured analysis and technical design techniques.
12. Experience as a team leader on project teams in a cross-functional environment
13. Familiarity with line-of-business systems
14. Ability to effectively adapt to rapidly changing technology and apply it to business needs.
15. C# Programming experience required.

#### Conditions of Employment:

Direct deposit of paychecks is required as a condition of employment.

- A satisfactory criminal background check is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the State Personnel web-site at <http://delawarepersonnel.com/benefits/index.htm>

A labor organization has been elected by employees as their representative for collective bargaining and other work related purposes. The person selected for this position shall as a condition of employment, join and pay dues to the labor organization or may, instead not join but pay a service fee no greater than the dues.

#### APPLICATIONS:

Please submit a Delaware State Police civilian application to:

DELAWARE STATE POLICE, Human Resources Office, P.O. Box 430, Dover, DE 19903

Applications can be found at our website at:

<http://www.dsp.delaware.gov/employment.shtml>

Applications can also be found at any troop or at our Headquarters at 1441 N. Du Pont Highway, Dover, DE 19903

The Delaware State Police is an Equal Employment and Affirmative Action Employer